






THREE-WAY CONFERENCE CALLING:**TO INITIATE A CONFERENCE CALL:**

Your new IP-Genie phone system has the ability to initiate a three-way conference call right from your phone. Assuming you are already in a conversation and wish to bring a third party together in a three-way conversation:

- Press the  key. The initial caller's  key will flash.
- Dial the second telephone or extension of the second party you wish to conference.
- Press the  key.
- When the other party answers and the second call is established, press the soft key that corresponds to the “ConfrCall” icon shown on the LCD display.

TO HOLD A CONFERENCE CALL:

- Press the  key. All parties will placed on hold.
- You then have option to:
 - Press the “ReConf” soft key to resume the conference for all.
 - Press one of the blinking  keys to speak to someone individually.

TO END A CONFERENCE CALL:




The conference call will be terminated for everybody if the conference initiator does the following:

- Hangs up.
- Presses the “End Call” soft key.

Certain functions of your new IP-Genie phone system use buttons called soft keys. The soft keys are located below the LCD window and correspond to icons displayed in the lower portion of the LCD window. Their function changes depending on the feature being accessed.

PLACING AN OUTGOING CALL:

There are four ways to make an outgoing call:



- Pickup the handset and enter your desired telephone number or extension.
- Press the  button and enter your desired telephone number or extension.
- Enter your desired telephone number or extension and press the  key.
- If you are using a corded or wireless headset, press the  key and dial your desired telephone number .





When placing an out-of-office call, there is no need to dial “1” or “9” before your telephone number. Simply enter the area code and telephone number.

ENDING AN OUTGOING CALL:

To end a call you can either:

- Place the handset back on the phone cradle.
- If you are on the speakerphone, press the  key again.
- If you started the telephone call with the  key or are using a Bluetooth headset press the “end call” soft key below the LCD window.

MUTING A CALL:

- To mute a call, press the  key. The mute button icon will turn green (GXP2160, GXP2130 and GXP1620 series phones only.)
- To release mute, press the  key again.



PLACING A CALL ON HOLD

- To place a call on hold, press the  key.
- To release the held call, press the flashing  key on the left side of the LCD display to continue the conversation.



When a call is placed on hold, only you can resume the call and continue the conversation. If the caller wishes to speak to someone else, use the call *transfer* or the *park* functions described in the following sections.

TO TRANSFER A CALL TO ANOTHER EXTENSION OR OUTSIDE LINE

- While the caller is on the line, press the  key.
- Dial an **extension** or **another telephone number** (within the continental United States.)
- Press the  key again.
- The call is transferred.





If no one answers the phone once the call is transferred, the caller will be directed to the other party's voicemail, if available. The call will not redirect back to you.

PARKING A CALL (SELECT INSTALLATIONS ONLY):

When a call is parked, anyone can access the parked call from either one of two park slots. This can be useful if an incoming caller needs to speak to a staff person who stepped away from their desk and the caller does not want to be transferred to voicemail.

TO PARK A CALL:

- Press the  sidecar/busy lamp field key labeled "Park".
- Press the  sidecar/busy lamp field key labeled "Park Slot 1" or "Park Slot 2" - whichever is not in use.





TO ANSWER A PARKED CALL:

- Pick up the handset and press the park slot light that is blinking.





FORWARDING CALLS:

If you will be out-of-office for an extended period of time, you can forward all calls to either another extension or outside phone number (such as a cell phone).


TO FORWARD ALL CALLS

- Press the "FwdAll" soft key or press the  key followed by   
- Enter the extension or telephone number that calls will be routed to.

TO CANCEL CALL FORWARDING

- Press the "CnclFw" soft key or press the  key followed by   

DO NOT DISTURB:

To activate do not disturb on your telephone press  the sidecar busy lamp field marked "Do Not Disturb". To deactivate, press the "Do Not Disturb" button again.